



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT - MIECHV
(PREVENTION SERVICES)
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine to difficult administrative support and related functions for the Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program. Reports to the Healthy Families Supervisor.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Performs administrative support work such as word processing, creating spreadsheets, data entry and retrieval; reviews forms, data and other information to ensure accuracy and conformance to established procedures and policies; generates reports and records by utilizing the Plan-Do-Study-Act (PDSA) continuous quality improvement model to collect and analyze data and create charts; screens telephone calls and operates a phone switchboard.

Greets customers; serves as first point of contact for program; creates and maintains a filing and record management systems; prepares monthly reports; and responds to routine inquiries from the public, other departments and outside agencies.

Responds to general inquiries and complaints regarding policies and programs and collects and balances payments received for programs and events. Assists with purchasing responsibilities, and monitoring expenditures and preparing invoices.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration – Knowledge of office systems, practices, procedures and administration.
- Technology – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

REQUIRED ABILITIES

- Judgment/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication -Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Accounting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

EDUCATION AND EXPERIENCE

Administrative Assistant I - Requires a High School Diploma and 1 -2 years of related experience or any equivalent combination of education and experience.

Administrative Assistant II - Requires a High School Diploma and 3-4 years of related experience or any equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.